

Marine Veteran Obtains Home Ownership Due to Exemplary Rural Development Service

Outline Of Need:

A Marine veteran from Iraq contacted Helen Lewis, USDA Rural Development Area Technician in the Cross Lanes, West Virginia, office expressing the need for finding a home and a loan to allow him to finance the purchase.

How Rural Development Helped:

On January 22, 2009, at 7:15 a.m., Helen Lewis assisted Ryan Robinson in completing an application for the purchase of a house. Mr. Robinson had just recently started a new job and Helen did not want to hurt his work history with his employer so she arranged a time for him to come in without missing work. At the time, he did not have a house selected to purchase, so he was informed of the realtors located upstairs of the USDA Rural Development Office. Within no time, the realtors were able to find him a home. On February 27th, at 7:15 a.m, Mr. Robinson came to the office for the loan writing conference. Once again, the staff accommodated Mr. Robinson to allow him to get to work without taking time off. He told the Rural Development folks that he made it to work on time and even had enough time to stop at Tudor's Biscuit World on the way to work. The loan was scheduled for closing on Tuesday March 17th. The attorney's office also arranged the closing for the first appointment in the morning in order to accommodate his work schedule.

The Results:

The end results - an Iraq veteran has obtained home ownership that is decent, safe, sanitary and affordable. He was able to complete this with only minimal time away from work. This is an excellent example of outstanding service by federal employees. The agency was able to complete the entire process in 8 weeks which is comparable to industry standard with the private sector.



Helen Lewis, Area Technician, USDA Rural Development, Cross Lanes, West Virginia